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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose a competitive DSL provider because my prior experience with a major large provider was extremely poor. They made a major error, which I didn't catch immediately, and charged me for two phone lines when I only had one line, and wouldn't reimburse me the full amount I had paid for the second line. I consider that kind of customer non-service inexcusable. For this reason and others related to the initial installation, I feel strongly that we need competition, so that we have valid choices in order to get good service.

Please help us continue to have this competition.

Brenda Shank